

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No. .... 10/815,099  
Filing Date ..... 3/30/2004  
Confirmation No. .... 6569  
First Named Inventor ..... Michael J. Sutherland  
Assignee ..... Employers Reinsurance Corporation  
Group Art Unit .....  
Examiner .....  
Attorney's Docket No. .... ER1-0009US  
Title: Strategies For Managing Recommendations

To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

From: David M. Huntley (Tel. 509-324-9256; Fax 509-323-8979)  
Customer Number: 29150  
Lee & Hayes, PLLC  
421 W. Riverside Avenue, Suite 500  
Spokane, WA 99201

Fees will be paid by credit card through the EFS Web; however, the Commissioner is hereby authorized to charge any deficiency of fees and credit any overpayments to Deposit Account Number 12-0769.

Respectfully Submitted,

Dated: 4/23/2004

By: David M. Huntley  
David M. Huntley  
Reg. No. 40309  
(509) 324-9256